

# dishNET Wireline LLC SERVICE QUALITY REPORT

## CHARTS

**Repair Bureau Access**

	2019	2020
January		15
February		13
March		32
April		32
May		39
June		32
July		87
August		89
September	60	
October	58	
November	27	
December	21	

**Business Office Access**

	2019	2020
January		129
February		98
March		215
April		153
May		171
June		172
July		146
August		142
September	155	
October	132	
November	73	
December	104	

OAR Standard: Calls Answered Within 50 seconds

**DID NOT MEET OAR STANDARD**

dishNet Wireline does not have the ability to track Oregon only calls, call detail data represents 14 state wide territory.

### Commitments for Service - Provisioning

	2019	2020
January		100.0%
February		100.0%
March		100.0%
April		100.0%
May		100.0%
June		100.0%
July		100.0%
August		100.0%
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

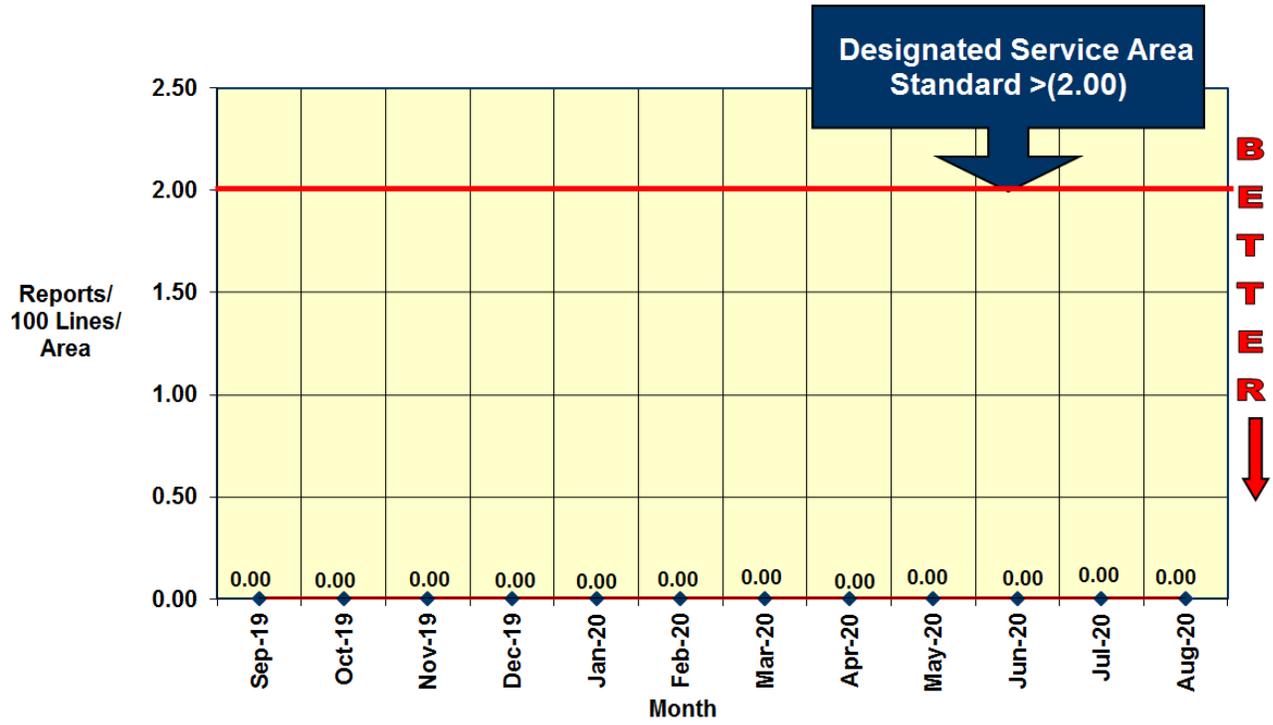
### Trouble Report Cleared within 48 Hours

	2019	2020
January		100.0%
February		100.0%
March		100.0%
April		100.0%
May		100.0%
June		100.0%
July		100.0%
August		100.0%
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

\*Exclusion to Standard per Order 14-016, Less than 10 repairs for the month

## Trouble Report Rate Monthly State Average



### MONTHLY TROUBLE REPORT RATE

Wire Center	Mo >2.00 <sup>1</sup>	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
dishNET Service Area	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Statewide Average</b>		<b>0.00</b>											

NOTE 1: The "Mo">2.00 column is the number of times a designated service area with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period.